

CLAIMS

What is claimed is:

- 1 1. A method, comprising:
2 monitoring a parameter of a host system for a predetermined
3 event;
4 generating a notification upon the occurrence of the predetermined
5 event to a first person in a hierarchy; and
6 escalating the notification to a second person in the hierarchy when
7 the first person fails to acknowledge the notification in a time period.
- 1 2. The method of claim 1, further comprising determining whether
2 the notification is successful.
- 1 3. The method of claim 1, wherein the predetermined event is receipt
2 of a state change of the parameter.
- 1 4. The method of claim 1, wherein the predetermined event is
2 exceeding a threshold value set for the parameter.
- 1 5. The method of claim 1, further comprising generating the
2 notification a number of times for an amount of time.
- 1 6. The method of claim 5, wherein the number of times, the amount of
2 time, and the time period are configurable.

1 7. The method of claim 1, wherein the parameter is monitored using a
2 satellite system located locally to the host system and wherein the
3 notification is generated remotely from the host system.

1 8. The method of claim 7, further comprising:
2 receiving data about the predetermined event from a satellite
3 system by a monitoring operations center and wherein the notification is
4 generated by the monitoring operations center.

1 9. The method of claim 1, further comprising providing a possible
2 cause of the predetermined event occurrence.

1 10. The method of claim 1, where escalation is based on a set of rules.

1 11. The method of claim 10, wherein the set of rules is based on a time
2 delay between the notification and the acknowledgement.

1 12. The method of claim 10, wherein the set of rules is based on the
2 state change.

1 13. The method of claim 10, wherein the set of rules is based on
2 schedules of the first and second persons.

1 14. The method of claim 1, wherein the notification is generated and
2 escalated automatically.

1 15. The method of claim 1, further comprising generating a trouble
2 ticket at a predetermined point in the hierarchy to track the escalation.

1 16. The method of claim 1, wherein the parameter is a service of the
2 host system.

1 17. The method of claim 1, wherein the parameter is a utilization of a
2 component of the host system.

1 18. The method of claim 17, further comprising:
2 monitoring additional parameters of the host system, wherein the
3 additional parameters include a service of the host system; and
4 eliminating a redundant notification based on dependent
5 parameters of the host system.

1 19. The method of claim 17, further comprising determining an asset of
2 the host system.

1 20. A machine readable medium having stored thereon instructions,
2 which when executed by a processor, cause the processor to perform the
3 following:
4 monitoring a parameter of a host system for a predetermined
5 event;
6 generating a notification upon the occurrence of the predetermined
7 event to a first person in a hierarchy; and
8 escalating the notification to a second person in the hierarchy when
9 the first person fails to acknowledge the notification in a time period.

1 21. The machine readable medium of claim 18, wherein the
2 predetermined event is receipt of a state change of the parameter.

1 22. The machine readable medium of claim 18, wherein the processor
2 further performs generating the notification a number of times for an
3 amount of time.

23. The machine readable medium of claim 18, wherein the number of times, the amount of time, and the time period are configurable.

1 24. The machine readable medium of claim 18, wherein the processor
2 further performs providing a suggestion as to a cause of the
3 predetermined event occurrence.

1 25. The machine readable medium of claim 18, wherein the processor
2 further performs generating a trouble ticket at a predetermined point in
3 the hierarchy to track the escalation.

26. An apparatus, comprising:

- means for monitoring a parameter of a host system for a predetermined event;
- means for generating a notification upon the occurrence of the predetermined event to a first person in a hierarchy; and
- means for escalating the notification to a second person in the hierarchy when the first person fails to acknowledge the notification in a time period.

1 27. The apparatus of claim 26, further comprises means for
2 determining whether the notification is successful.

1 28. The apparatus of claims 26, further comprising:

2 means for generating the notification a number of times for an
 3 amount of time.

1 29. The apparatus of claim 26, further comprising:
 2 means for generating a trouble ticket at a predetermined point in
 3 the hierarchy to track the escalation.

1 30. An apparatus, comprising:
 2 a portal to configure an event for a parameter of a host system;
 3 a digital processing system coupled to the portal, the digital
 4 processing system to receive data indicative of an occurrence of the event
 5 and generate a first notification; and
 6 a notification gateway coupled to the digital processing system to
 7 transmit the first notification to a first communication device, the digital
 8 processing system to generate a second notification to a second
 9 communication device if an acknowledgment is not received within a
 10 predetermined time.

1 31. The apparatus of claim 30, wherein the notification gateway
 2 transmits the second notification to the second communication device.

1 32. The apparatus of claim 30, wherein the digital processing system
 2 comprises at least one server.

1 33. The apparatus of claim 30, further comprising a proxy server
 2 coupled to the digital processing system.

1 34. A system, comprising:

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2 a host satellite system coupled to a first network;
3 a plurality of communication devices; and
4 a monitoring operations center coupled to the first network, the
5 monitoring operations center comprising:
6 a portal to configure an event for a parameter of a host
7 system;
8 a digital processing system coupled to the portal, the digital
9 processing system to receive data indicative of an occurrence of the
10 event on the first network and generate a first notification; and
11 a notification gateway coupled to the digital processing
12 system to transmit the first notification to one of the plurality of
13 communication devices, the digital processing system to generate a
14 second notification to another of the plurality of communication
15 devices if an acknowledgment is not received within a
16 predetermined time.

1 35. The system of claim 34, wherein the first notification is transmitted
2 on the first network.

1 36. The system of claim 34, further comprising a second network and
2 wherein the first notification is transmitted on the second network.

1 37. The system of claim 35, wherein the first network is an internet
2 protocol network and the second network is a telephone network.